

# Sample form, not for offline completion.

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## 02. Outstanding Customer Service in Small Business

This award recognises a small business that demonstrates a strong commitment to delivering outstanding customer service. Whether through personalised service, innovation, or a team-wide culture of care, this category celebrates the small business that goes the extra mile for its clients and community.

### Eligible businesses must have:

- A physical presence in the Northern Territory
- Been operating for a continuous period of at least 12 months
- A workforce of no more than 19 staff at the time of nomination

Nominees in this category may be recognised for:

- Regularly exceeding customer expectations
- Demonstrating professionalism, teamwork, and customer focus
- Establishing, maintaining, or restoring client trust and satisfaction
- Implementing improvements that enhance customer experience
- Creating time-saving or cost-effective solutions for clients
- Fostering strong customer loyalty through authentic service

### Entry Criteria

Nominators should provide examples from the past 12 months that demonstrate:

- Specific instances of excellent customer service
- Team contributions to a strong service culture
- Processes or strategies introduced to improve the client journey
- Customer feedback, testimonials, or reviews reflecting satisfaction
- The business's approach to training and service quality
- Innovation or adaptability in response to client needs

**This is an external nomination category.**

Nomination name

Business Nominee's Name

Description of Business

Business Physical Address

Contact Person's Name

The person who is writing this nomination

Contact Person's Email Address

The email of the person who is writing this nomination

Contact Person's Phone (optional)

Please include the state code (8) at the start of your number. Eg 08 89xxabcd

Business's Website

Social Media Presence (optional)

Facebook

Twitter

TikTok

Instagram

LinkedIn

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## Nomination Questions

Describe how and when the small business nominated has demonstrated excellent customer service skills?

If you were to recommend this small business nominee's services to others, what would you say?

Why should this small business nominee receive an Outstanding Customer Service in Small Business Award?

Please upload any supporting material. Accepted supporting material includes (up to three) photos and/or (optional) logo.



Please upload any supporting material (optional)



Please upload any supporting material (optional)



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